

## **EXHIBIT 20**

WOR715- 8/28/02 Toshiba America Medical Systems, Inc.  
DJONES 13:17:00 Historical Activity Report

Rollup Cost Center....: 4132 SERVICES CHESAPEAKE AREA

Effective Date Range.: 1/01/98 To Date...: 8/28/02

Cost or List Price....: L

Work Order Number....:

SEG Number.....: 134080

SMGID/Type.....:

Customer.....:

Site.....:

Modality.....:

Engineer.....:

Work Order Status....:

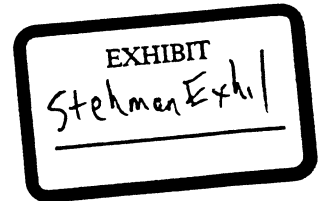
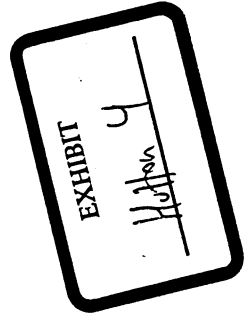
Work Order Category..:

Print Notes.....: Y

Report Option.....: D Detail Report

4-10-98

DRG



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Historical Activity Report

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Rollup Cost Center...: 4132  
Levell Cost Center...: 4132  
Area Cost Center...: 4132

Site Name P80M Number SEG # Room Number Work Order Cat Work Order Status  
DIAGNOSTIC RESOURCE GROUP #OPART 134080 R-00077 325900 G 95 HISTORY NOT POSTED  
Problem Description...: SYSTEM IS NOTING AN ERROR "CAN'T CREATE SHIMM SEMAPHORE -NO SPACE  
LEFT ON DEVICE" (PW)  
Date Emp # Engineer Name Hours  
12/21/98 3930 LEHMAN, MICKEY .00  
\*\*\* SEE NOTES \*\*\*

Work Order Notes  
ENGINEER SAID PHONE FIX (EM)

DIAGNOSTIC RESOURCE GROUP #OPART 134080 R-00077 327678 G 90 HISTORY POSTED  
Problem Description...: MEMORY ERROR ON SH COMPUTER. (MD)

Date	Emp #	Engineer Name	Hours	Part In Model Number	Serial Number	Qty
1/04/99	85802	STANSBURY, KENT	2.00			
				Part In Model Number	Serial Number	Qty
				078-100017-00		1

Parts Bill	+	Labor Bill	=	Total Bill
3,900.00	+	1,640.00	=	5,540.00

Work Order Notes  
1-4..KENT..ORDERED NEW SIMM MEMORY FOR SH  
COMPUTER. <DB>  
1-5..KENT..INSTALLED NEW MEMORY MODULES AND  
PERFORMED TEST SCANS. <DB>

DIAGNOSTIC RESOURCE GROUP #OPART 134080 R-00077 330240 G 90 HISTORY POSTED  
Problem Description...: PARTS ONLY <DB>

Date	Emp #	Engineer Name	Hours	Part In Model Number	Serial Number	Qty
1/15/99	85802	STANSBURY, KENT	.00			
				Part In Model Number	Serial Number	Qty
				115-50518200-01		1
				YZ23404-01		4
				022-119328-00		2
				090-100123-00		1

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Parts Bill	+	Labor Bill	=	Total Bill
				348.56
				Parts List
			+	Labor List
				Travel List
				110.00
			=	Total List
				458.56

## Work Order Notes

1-15..KENT..PARTS ONLY &lt;DB&gt;

Site Name	PBOM Number	SEG #	Room Number	Work Order	Cat	Work Order Status
DIAGNOSTIC RESOURCE GROUP	#0PART	134080	R-00077	330439	G	95 HISTORY NOT POSTED
Problem Description...: ADDITIONAL SITE BACK UP REQUESTED BY CUSTOMER FOR NEW MEMORIZE						
Date	Emp #	Engineer Name	Hours			
1/15/99	85802	STANSBURY, KENT	.00			

Work Order Notes  
PER KENT CANCEL DUPL. (MD)

DIAGNOSTIC RESOURCE GROUP	#0PART	134080	R-00077	
Problem Description...: UNABLE TO MOUNT MOD CARTRIDGE (HP)				
				336175
				G
				90
				HISTORY POSTED

Date	Emp #	Engineer Name	Hours
2/22/99	85802	STANSBURY, KENT	4.00
Labor	Part Out		
Hours	Model Number	Serial Number	Qty
4.00			
2/23/99	85802	STANSBURY, KENT	2.00
Labor	Part Out		
Hours	Model Number	Serial Number	Qty
2.00	078-501039-01		1
2.00			

Parts Bill	+	Labor Bill	=	Total Bill	
				8,668.93	Parts List
				2,460.00	+ Labor List
				110.00	+ Travel List
					= Total List
					11,238.93

Work Order Notes  
2-22 NEW DRIVE DOA. UNABLE TO INSERT MOD INTO DRIV  
E. DOA (1) PART# 078-501039-01.  
2-23 INSTALLED AND TESTED NEW MOD, DRIVE IS WORKIN  
G OK. (HP)

DIAGNOSTIC RESOURCE GROUP	#OPART	134080	R-00077	341425	G	90	HISTORY POSTED
Problem Description...: MOD DRIVE WILL NOT ACCEPT CARTRIDGE (TG)							

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Rollup Cost Center...: 4132  
 Leveill Cost Center...: 4132  
 Area Cost Center...: 4132  
 Date Emp # Engineer Name  
 3/17/99 85802 STANSBURY, KENT  
 Labor Part Out  
 Hours Model Number Serial Number  
 2.00 078-501039-01

Hours  
2.00

Part In  
 Model Number  
 078-501039-01

Qty  
1

Serial Number

Parts Bill + Labor Bill = Total Bill  
 Parts List + Labor List + Travel List = Total List  
 8,012.58 820.00 110.00 8,942.58

## Work Order Notes

3/17 KENT SAID: INSTALLED AND TESTED NEW MODE DRV  
 E. (EH)

Site Name PBM Number SEG # Room Number Work Order Cat Work Order Status  
 DIAGNOSTIC RESOURCE GROUP #OPART 134080 R-00077 346670 G 95 HISTORY NOT POSTED  
 Problem Description...: SYSTEM WILL NOT BOOT MEMORY PARITY ERROR (JS)

Date Emp # Engineer Name Hours  
 4/12/99 85802 STANSBURY, KENT .00

Work Order Notes  
 CANCEL PER KENT (TG)

DIAGNOSTIC RESOURCE GROUP #OPART 134080 R-00077 349626 F 90 HISTORY POSTED  
 Problem Description...: Allows interface thru filter panel so magnet temps can re-checked

Date Emp # Engineer Name Hours  
 5/04/99 85802 STANSBURY, KENT 4.00

Labor Part Out  
 Hours Model Number Serial Number Qty  
 4.00 FMI-RR027-01 T39975 1

Parts Bill + Labor Bill = Total Bill  
 Parts List + Labor List + Travel List = Total List  
 1,640.00 110.00 1,750.00

## Work Order Notes

KENT 5/4: INSTALLED FMI RR2701  
 (JS)5/7/99

DIAGNOSTIC RESOURCE GROUP #OPART 134080 R-00077 352874 P 90 HISTORY POSTED  
 Problem Description...: SCHEDULED PM./MB

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Rollup Cost Center...: 4132  
 Level1 Cost Center...: 4132  
 Area Cost Center...: 4132  
 Date Emp # Engineer Name  
 4/22/99 85802 STANSBURY, KENT  
 Labor Part Out  
 Hours Model Number Serial Number Qty  
 5.00

Parts Bill + Labor Bill = Total Bill  
 4/22 KENT - PERFORMED PM AND QA OF SYSTEM.(JAS)(FX)  
 Parts List + Labor List + Travel List = Total List  
 2,050.00 110.00 2,160.00

Work Order Notes  
 4/22 KENT - PERFORMED PM AND QA OF SYSTEM.(JAS)(FX)

Site Name PBOM Number SEG # Room Number Work Order Cat Work Order Status  
 DIAGNOSTIC RESOURCE GROUP #OPART 134080 R-00077 356953 G 95 HISTORY NOT POSTED  
 Problem Description...: V2.5 SOFTWARE RELEASE

Date Emp # Engineer Name Hours  
 6/03/99 85802 STANSBURY, KENT .00

Work Order Notes  
 11/26/99 PHONE FIX NO TIME(EM)

DIAGNOSTIC RESOURCE GROUP #OPART 134080 R-00077 359798 G 90 HISTORY POSTED  
 Problem Description...: MOD DRIVE NOT WORKING./HB

Date Emp # Engineer Name Hours  
 6/17/99 85802 STANSBURY, KENT .50  
 Labor Part Out  
 Hours Model Number Serial Number Qty  
 .50

Parts Bill + Labor Bill = Total Bill  
 8,012.58 205.00 8,217.58  
 Parts List + Labor List + Travel List = Total List  
 8,012.58 205.00 8,217.58

Work Order Notes  
 5/17/99 KENT: NEW MOD DRIVE WAS DOA RETURNED MOD T  
 J TUSTIN HQ. /HB

DIAGNOSTIC RESOURCE GROUP #OPART 134080 R-00077 362753 G 90 HISTORY POSTED  
 Problem-Description...: TEMPERATURE ALARM. TEMPERATURE IS AT 82 DEGREES /AR

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Rollup Cost Center...	4132
Level1 Cost Center...	4132
Area Cost Center....	4132
Date	7/05/99
Emp #	85802
Part Out	STANSBURY,
Hours	3.00
Model Number	
Serial Number	

**Hours**  
**3.00**

85802 STANSBURY, KENT

**3.00**

## Labor Part Out

Hours	Model Number	Serial Number
1	100	100
2	100	100
3	100	100
4	100	100
5	100	100
6	100	100
7	100	100
8	100	100
9	100	100
10	100	100
11	100	100
12	100	100
13	100	100
14	100	100
15	100	100
16	100	100
17	100	100
18	100	100
19	100	100
20	100	100
21	100	100
22	100	100
23	100	100
24	100	100
25	100	100
26	100	100
27	100	100
28	100	100
29	100	100
30	100	100
31	100	100
32	100	100
33	100	100
34	100	100
35	100	100
36	100	100
37	100	100
38	100	100
39	100	100
40	100	100
41	100	100
42	100	100
43	100	100
44	100	100
45	100	100
46	100	100
47	100	100
48	100	100
49	100	100
50	100	100
51	100	100
52	100	100
53	100	100
54	100	100
55	100	100
56	100	100
57	100	100
58	100	100
59	100	100
60	100	100
61	100	100
62	100	100
63	100	100
64	100	100
65	100	100
66	100	100
67	100	100
68	100	100
69	100	100
70	100	100
71	100	100
72	100	100
73	100	100
74	100	100
75	100	100
76	100	100
77	100	100
78	100	100
79	100	100
80	100	100
81	100	100
82	100	100
83	100	100
84	100	100
85	100	100
86	100	100
87	100	100
88	100	100
89	100	100
90	100	100
91	100	100
92	100	100
93	100	100
94	100	100
95	100	100
96	100	100
97	100	100
98	100	100
99	100	100
100	100	100

Part In	Model Number	Serial Number	qty
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[illegible]

Work Order Notes  
ENGINEER IS CHECKING WITH MANAGEMENT TO SEE IF  
THEY ARE ON CREDIT HOLD (JS) 17:02  
7/7 KENT: FOUND ARCTIC CHILL NOT WORKING. COLD HEA  
D STOP DUE TO HIGH TEMP. WATER LINES. SYS IS DOWN  
AT THIS TIME. NO SERVICE CALL PLACE FOR ARCTIC  
CHILL DUE TO CUST. ISSUE./TP

Site Name	PBOM Number	SEG #	Room Number	Work Order	Cat	Work Order	Status
DIAGNOSTIC RESOURCE GROUP	#0PART	134080	R-00077	362786	G	95 HISTORY	NOT POSTED
Problem Description...: AUXILIARY AND TEMPERATURE ALARM RECEIVED AND DISABLED (EH)							

Date	Emp #	Engineer Name	Hours
7/05/99	68697	PHILLIPS, JEFF	.00
7/05/99	85802	STANSBURY, KENT	.00

Work Order Notes  
7/5 2127 PDT: JEFF SAID EARLIER CALL KENT AND HIS  
MANAGER ARE HANDLING THIS WITH THE CUSTOMER.LEAVE  
VHF OR KENT. (EH)  
LEFT URGENT VM FOR KENT (EH)  
7/5 036 EDT KENT VMD HE GOT VMA ND HE'S HANDLING I  
T (EH)  
ENGR : DUPLICATE CALL (EH)  
ENGR : DUPLICATE CALL (EH)

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Rollup Cost Center...: 4132  
 Levell Cost Center...: 4132  
 Area Cost Center...: 4132  
 Work Order Notes  
 1015 REC'D AUX. AND TEMP. WAS ABLE TO DISABLE ALAR  
 M./TP  
 CANCEL PER KENT (TG)

Site Name  
 DIAGNOSTIC RESOURCE GROUP #OPART  
 Problem Description...: AUX. AND TEMP ALARM. WAS ABLE TO DISABLE ./TP  
 Work Order Notes  
 CANCEL AS DUPLICATE PER TERRY./TP

PROB Number SEG # Room Number Work Order Cat Work Order Status  
 134080 R-00077 362862 G 95 HISTORY NOT POSTED

\*\*PRIMARY @ A DOWN SITE, REFER CALLS TO 2NDARY\*\*

DIAGNOSTIC RESOURCE GROUP #OPART  
 Problem Description...: HIND TCH/TXI retrofit. \*\*\*\* ATTENTION ASSIST: PLEASE DEBRIEF

134080 R-00077 367702 F 30 OPEN SUSPENDED

Date Emp # Engineer Name  
 7/28/99 85802 STANSBURY, KENT

Hours  
 .00

DIAGNOSTIC RESOURCE GROUP #OPART  
 Problem Description...: DE-INSTALLATION OF OPART (R-77).

134080 R-00077 379790 I 90 HISTORY POSTED

Date	Emp #	Engineer Name	Part In	Model Number	Serial Number	Qty
9/20/99	85802	STANSBURY, KENT	Part In	Model Number	Serial Number	Qty
8.00						
9/21/99	85802	STANSBURY, KENT	Part In	Model Number	Serial Number	Qty
6.50						

Parts Bill	+ Labor Bill	= Total Bill	Parts List	+ Labor List	+ Travel List	= Total List
				5,945.00	110.00	6,055.00

Work Order Notes  
 KENT 9/20-9/21:  
 PERFORM DE-INSTALL OF OPART SYSTEM  
 (JS) 9/29/99 (FAX)

Levell Cost Center Totals.....: 4132

Parts Bill	+ Labor Bill	= Total Bill	Parts List	+ Labor List	+ Travel List	= Total List
.00	.00	.00	28,942.65	17,220.00	990.00	47,152.65

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WOR215 8/28/02  
 DJONES 13:17:00

Final totals

Parts Bill + Labor Bill  
 .00 .00

\*\* END OF REPORT \*\*

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Total Bill	=	Parts List	+	Labor List	+	Travel List	=	Total List
.00		28,942.65		17,220.00		990.00		47,152.65

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